

JOB OPPORTUNITY

Franchise Tax Board is an equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

☐ Permanent
Full-time

☐ Permanent
Intermittent

☒ Limited-term
(Temporary)
Length 1500 hrs per yr max

☐ Formal Training
and Development
Assignment

Position Title: Operations Center Aid

Classification: Student Assistant

Location: Franchise Tax Board

Section/Unit: Filing Systems Development/Operations
Administration

Salary Range: \$7.86 - \$10.47 per hour

Number of Vacancies: 1

Job Description: (includes typical duties)

Under the supervision of the Data Processing Manager II and the shift lead, in support of a 24x7 operations center, the incumbent monitors Franchise Tax Board's web infrastructure to ensure 99.9% availability of web services to the public; analyzes alerts and monitoring data and takes action to respond and coordinate with appropriate technical and business staff for problem resolution; provides verbal and/or written reports to appropriate business clients, technical staff and/or executive staff regarding problem status, resolution actions, and preventative measures taken; provides input to improve monitoring, alert notification and alert response processes and procedures; provides effective communication of shift events during shift turnover.

Required Knowledge, Skills, and Abilities:

- Ability to communicate effectively, verbally and written, with technical and non-technical staff
- Organizational skills
- Must be able to work independently
- Strong customer service orientation
- Ability to work well under pressure and adapt to changes in workload/priorities
- Must be willing to work days: holidays and weekends included with flexible hours; initial training will be conducted on day shift
- General PC experience and experience using MS Desktop Products (Outlook, Access, Excel, Word, etc).

Desirable Experience/Qualifications:

- Help desk experience
- Knowledge of troubleshooting and documentation techniques
- Knowledge of terminology and concepts involving hardware, software, operating systems, and a network supporting a web infrastructure

Mail or hand deliver your application by: Until Filled

Contact Person: Kini Collins Telephone Number: (916) 845-7714

Address/Room Number: PO Box 550, Sacramento, CA 95812-0550, Attention: Exams (with name of contact person)

Special Instructions: **FTB employees please hand deliver or route to Kini Collins at M/S D-20 Central Office 2/2 H8**

If interested submit a standard state application with original signature and attach proof of application for, or enrollment as a student in, an appropriate college or university program preferably majoring in information technology or another major with IT course work.

To be considered for this Job Opportunity, applicants must have permanent civil service status, be reachable on an employment list or have reinstatement eligibility. **Applications will be screened and only the most qualified applicants will be interviewed.**

All applicants not currently employed with the Franchise Tax Board will be subject to a pre-employment background investigation. The investigation will consist of completion of a pre-employment questionnaire, fingerprinting, and an inquiry to the Department of Justice to disclose criminal records.

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.

Franchise Tax Board's TDD telephone number is (800) 822-6268.

The California Relay Service telephone numbers are: (from TDD Phone) (800) 735-2929; (from Voice Phone) (800) 735-2922.